

Fig. 1

16

INTERNET

22

Telephone

Automated Telephone
Response System

22

Personal Computer

Web Based Query and
Management Software

22

Fax

Faxback Service with
Several Pre-defined
Reports

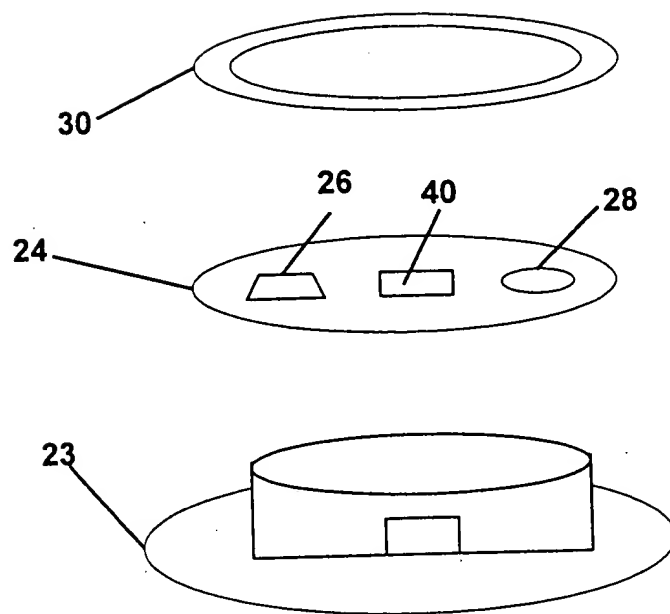
22

PDA

Downloadable Site
Statistics

User Interfaces

FIG. 2



12

FIG. 3

236228v1

236228v1

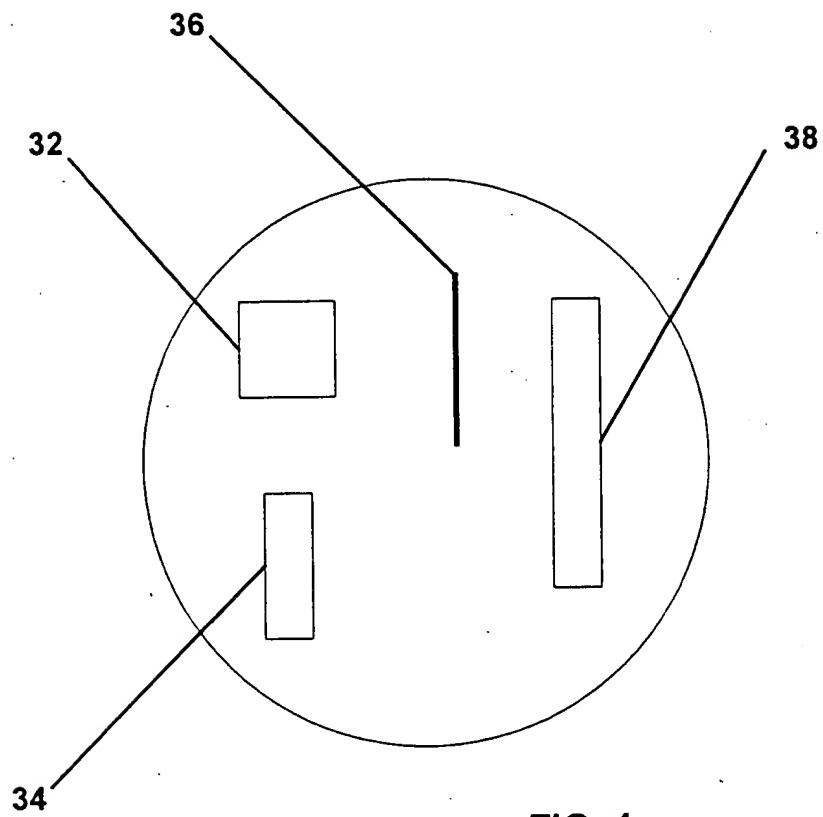


FIG. 4

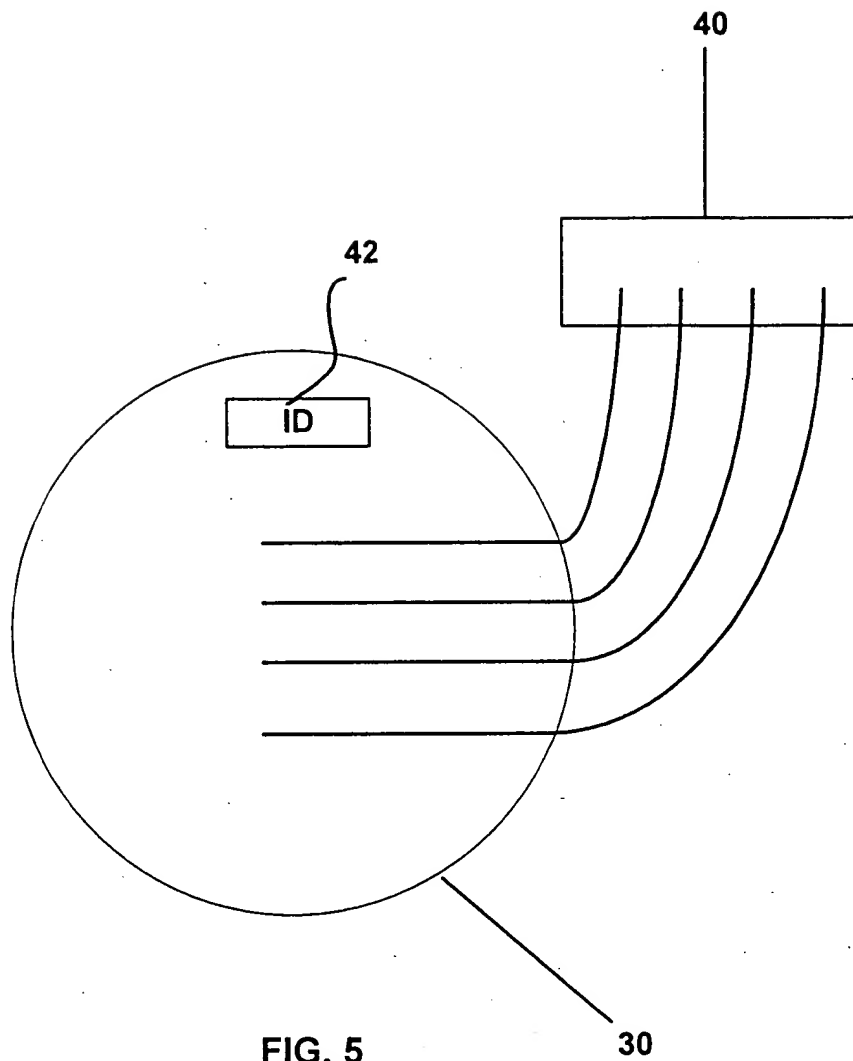


FIG. 5

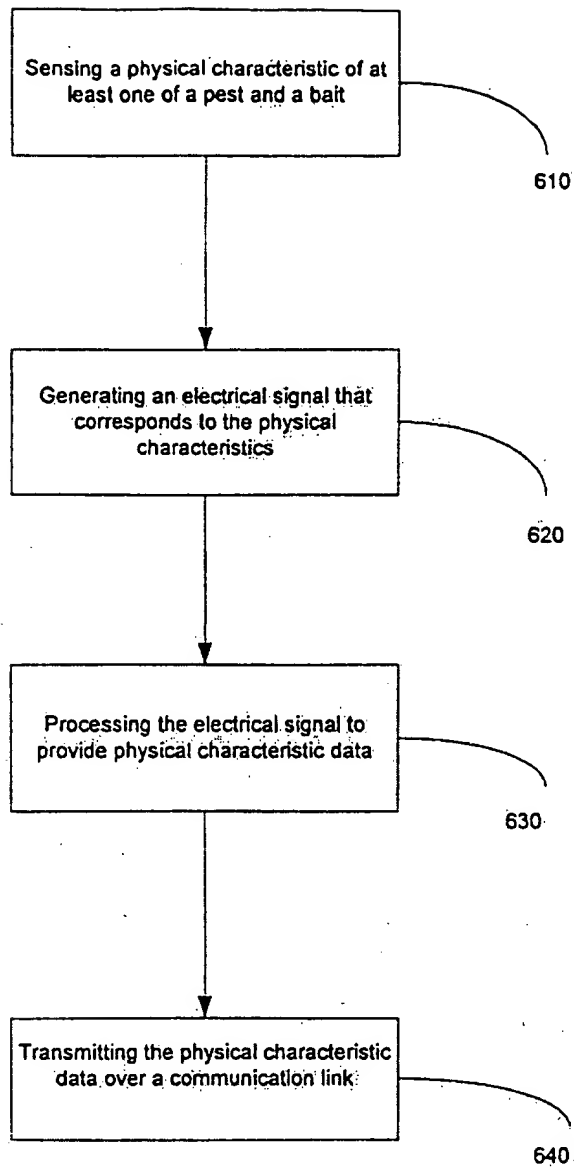


FIG. 6A

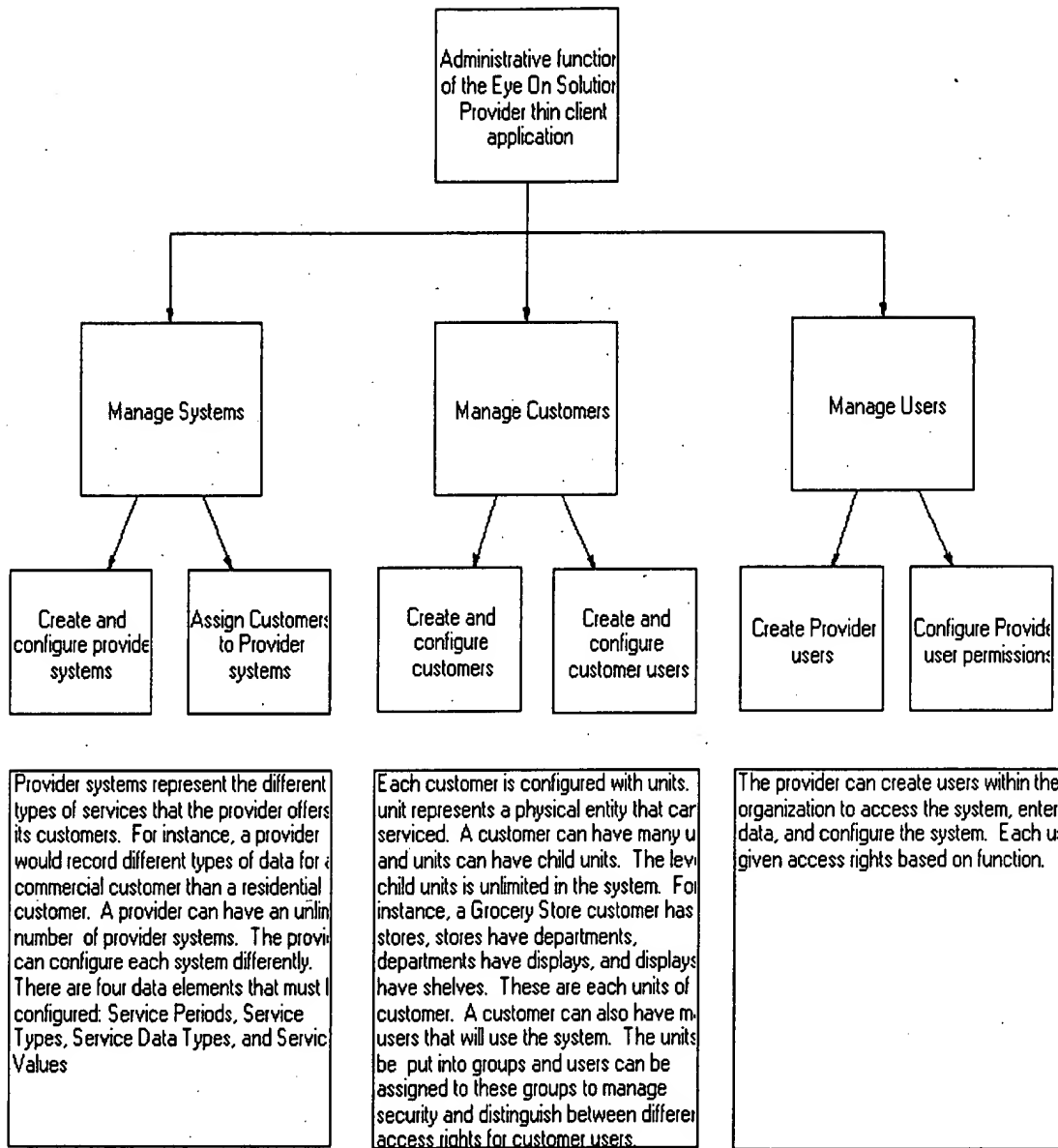


Fig. 6B

Provider
schedules
service with
customer

Technician
performs serv
at customer s

Technician
records
information
regarding the
conditions at th
customer site

Service informati
is logged in the
Eye On Solution
database throug
the Internet

Basic Eye On Solutions Flow

Customer logs in
Eye On Solution
through the Inte

Customer access
account informat
regarding the
status of their
services by Serv
Provider System

Fig. 6C

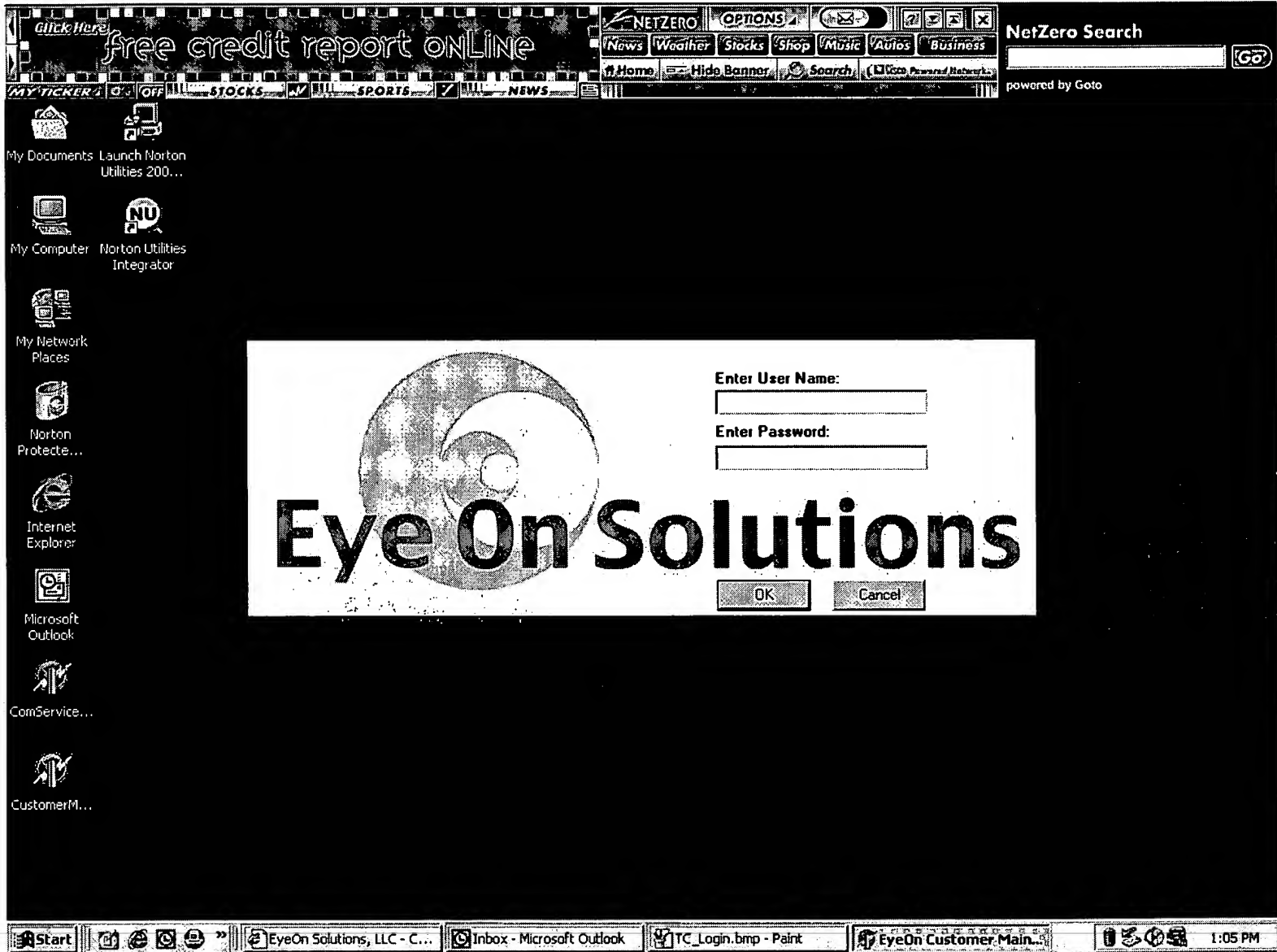


Fig 7A



Customer Maintenance

File

Select Customer: **Giant Eagle:1**

Manage Groups | **Manage Users**

- Jack Flanagan
- Anna Marye Garcia
- Bob Allison
- Bill Danby
- Chauntay Glaze
- Chad Merinar
- Chris Piovarchy**
- Bill Franks
- Dean Metropulos
- Gary Lichius
- Hope Novak
- Jeff Galmerini
- Sandy Balch
- Josie Meredith
- Joe Meshanko
- Jim Rozboril
- Michelle Mascher
- Kevin Shelton
- Lisa Weldon
- Mark Such
- Phyllis Kepple
- Ron Blazosky
- Reid Fleming
- Richard Gale
- Ronald Holliday
- Richard Kaisk
- Ralph Schneider
- Rich Vogel

Create New User

Edit Selected User

Delete Selected User

First Name: **Chris** Last Name: **Piovarchy**

User Name: **cpiovarchy** Password: **password**

E-Mail: **chris.piovarchy@gianteagle.com**

Group Membership

Available Groups:

- (17) Region 101
- (18) Region 102
- (19) Region 103
- (20) Region 104
- (21) Region 105
- (22) Region 106
- (23) Region 202
- (24) Region 203
- (25) Region 204
- (27) Region 301

Groups Assigned to User:

- (26) Region 205

Submit Change Cancel Change

Witt Pest Management Selected Customer: Giant Eagle

If it's in there it's in here. **ebay** Choose here go

NETZERO OPTIONS News Weather Stocks Shop Music Autos Business

NetZero Search powered by Goto

MY TICKET OFF BALL STOCKS SPORTS NEWS

Start EyeOn Solutions, LLC - C... Inbox - Microsoft Outlook CM_Groups.bmp - Paint EyeOn Customer Main... 1:02 PM

Fig 7B



Customer Maintenance

File

Select Customer:

Manage Groups | **Manage Users**

Region

- 101
- 102
- 103
- 104
- 105
- 106
- 202
- 203
- 204
- 205
- 301

Customer Group

Group Type Name:

Group Name:

Available Customer Units

- 2-Harmarville-3
- 167-Greenfield-63
- 168-McKeesport-64
- 169-Brighton/Bascom-65
- 170-McKnight Rd-67
- 172-Waterworks-72
- 173-Century III-73
- 174-Parkway Center-74
- 175-Hills Plaza-76
- 176-Braddock Hills-77
- 177-Penn Hills-78
- 178-Food Depot 1-80
- 181-South Park Center-178
- 182-W. Ruchfield-179
- 183-Brecksville-180
- 184-Catalanni's-181

Customer Units in Group

- 228-Broad St.-610
- 179-Eastgate-81
- 274-Ebensburg-670
- 227-Goucher St.-609
- 6-Greensburg-9
- 226-Indiana-608
- 7-Inwin-10
- 1-Kennedy Township-2
- 180-Latrobe-82
- 229-Ligonier-612
- 171-McMurray-70
- 230-Roaring Spring-613
- 154-Robinson Twp. 1-34
- 268-Scalp Ave.-661
- 286-Somerset-683
- 764-Somerset Plaza-654

Witt Pest Management | Selected Customer: Giant Eagle

0% Intro APR* for purchases! | 30-Second Credit Decision* | 24 Hour Online Access

VISA Apply Now | getsmart VISA

NETZERO OPTIONS | News Weather Stocks Shop Music Autos Business

NetZero Search | powered by Goto

MY TICKET | OFF | STOCKS | SPORTS | NEWS

Start | EyeOn Solutions, LLC - C... | Inbox - Microsoft Outlook | CS_Service_Detail_Edit.b... | EyeOn Customer Main... | 1:01 PM

Fig 7C

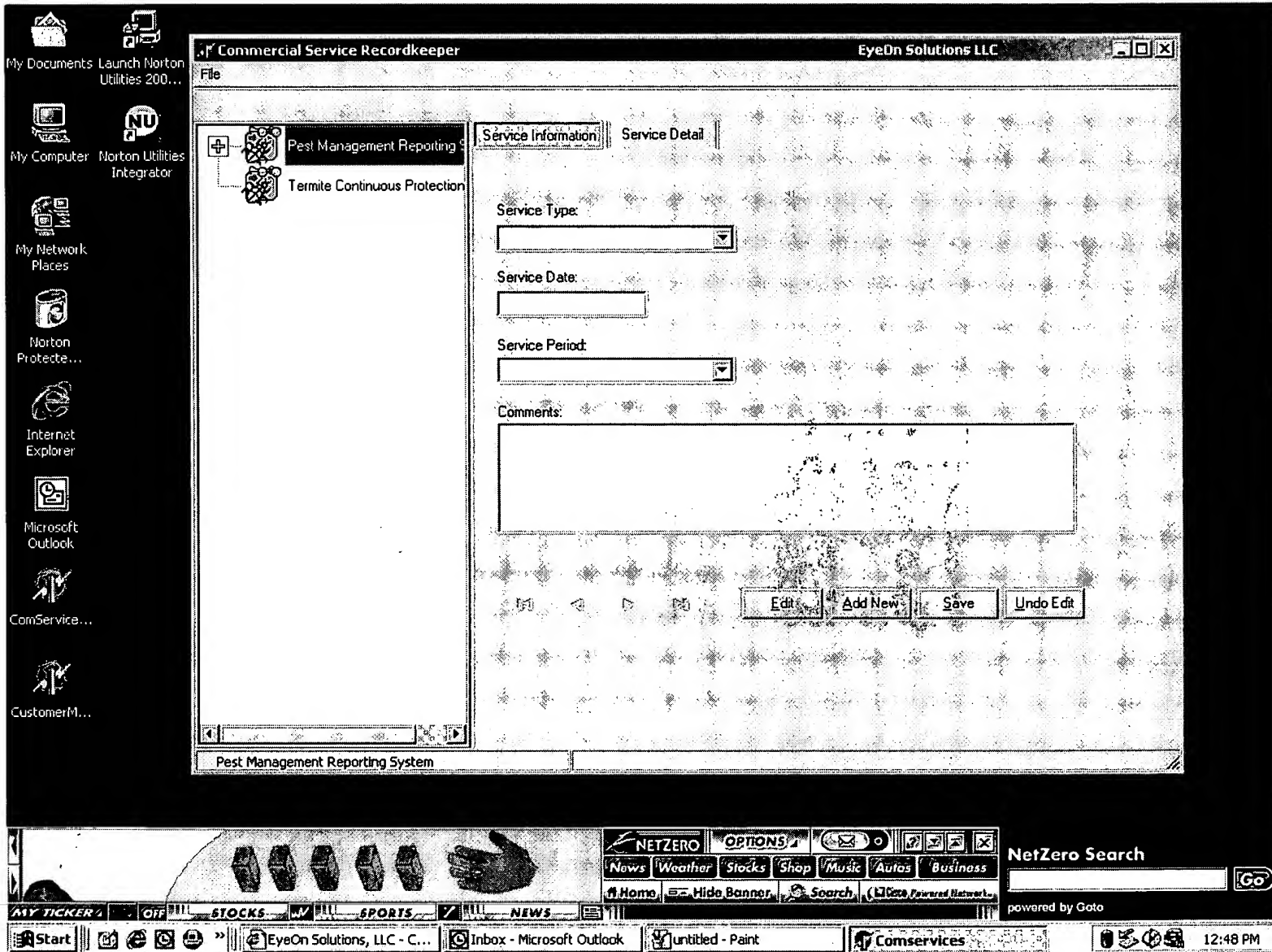


Fig 8A

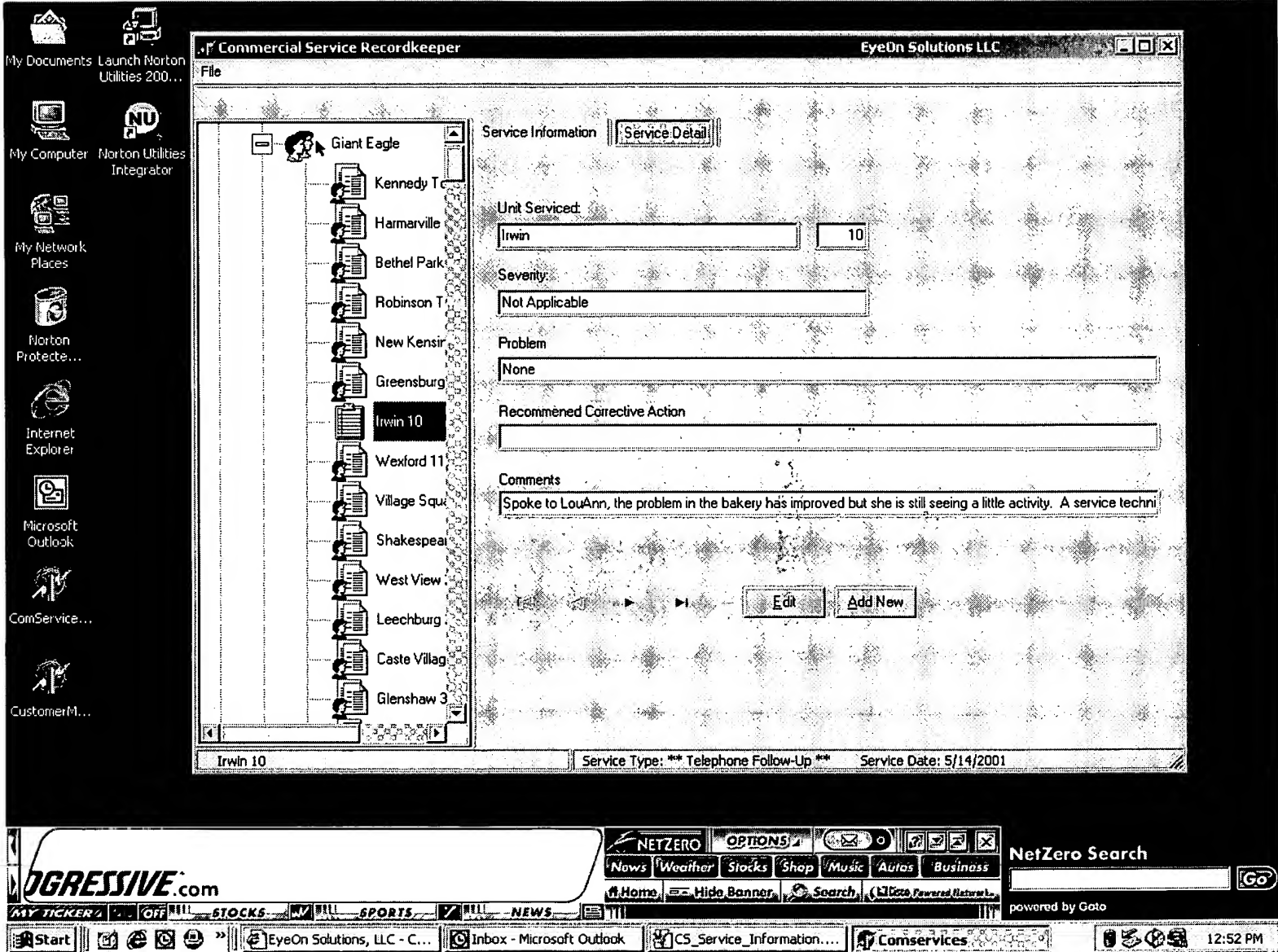


Fig 8B

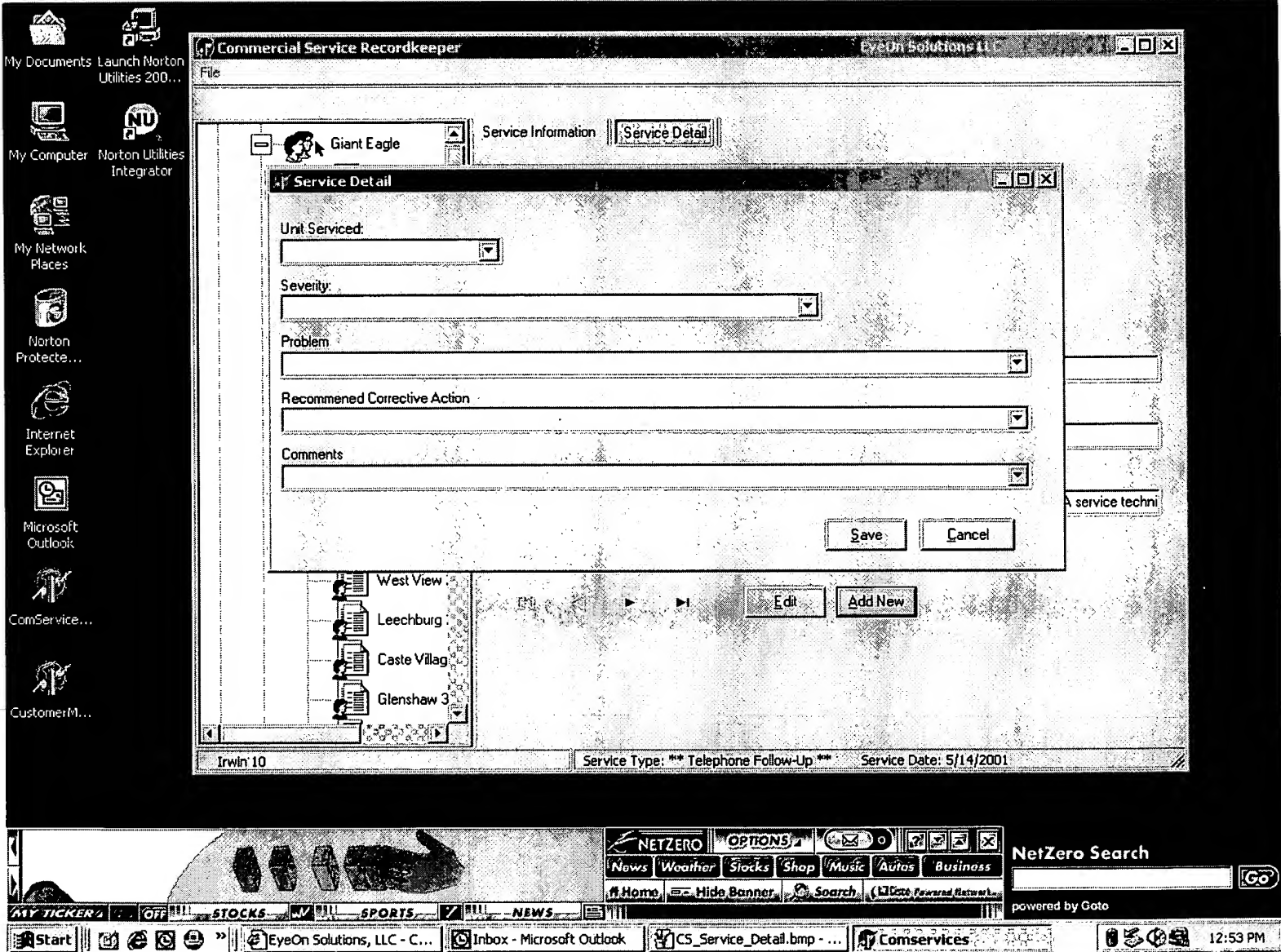


Fig 8C

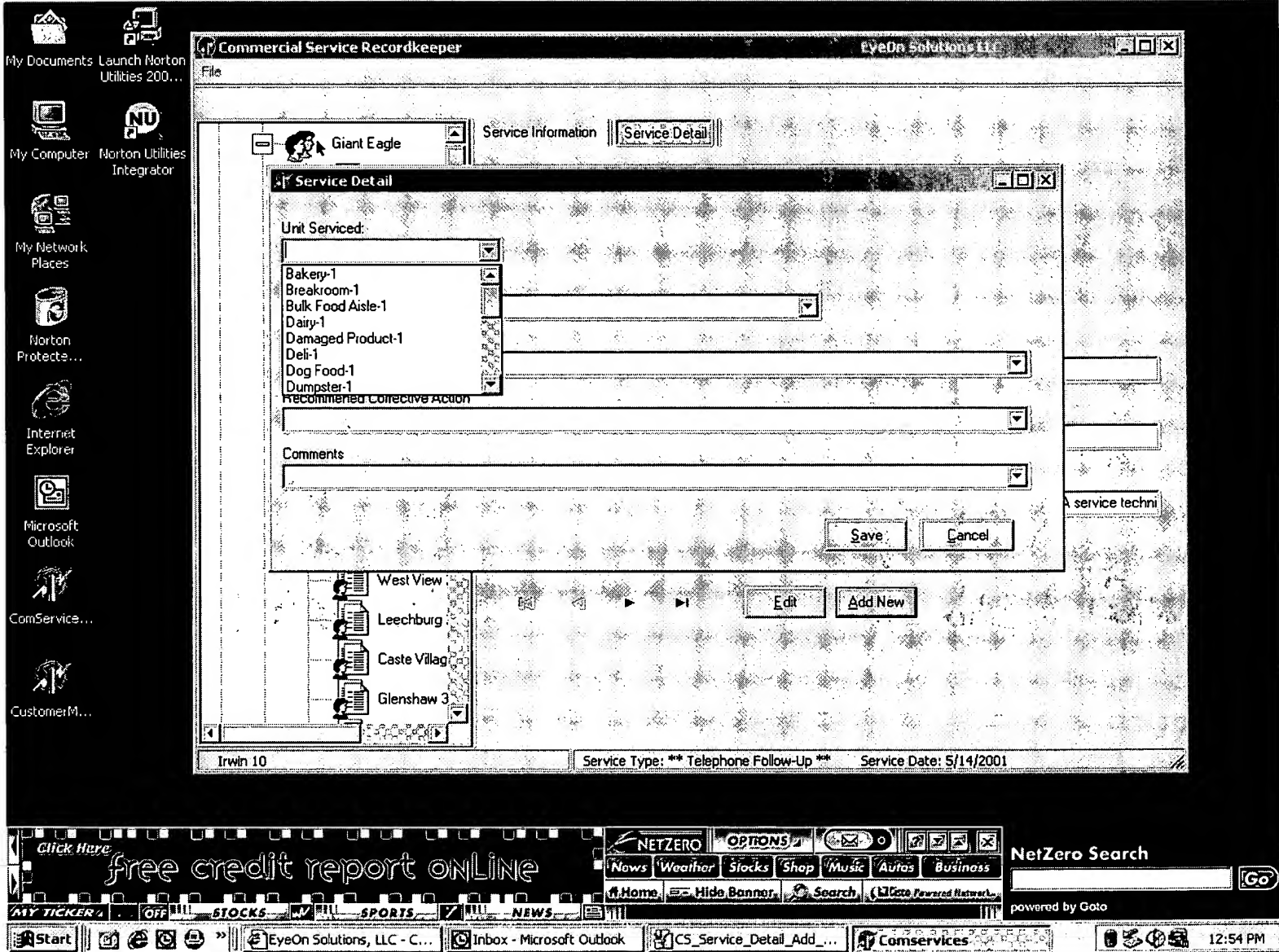


Fig 8D

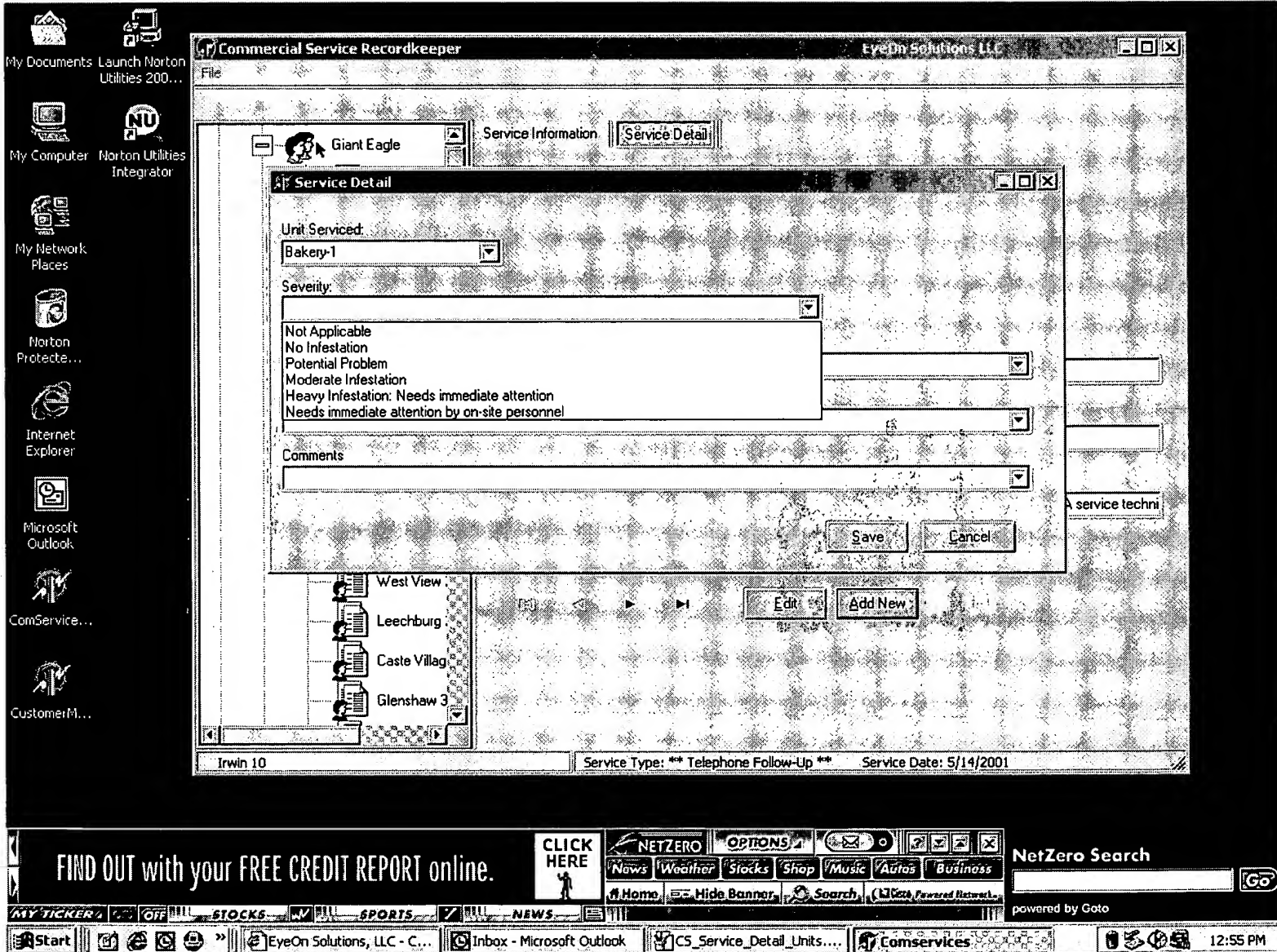


Fig 8E

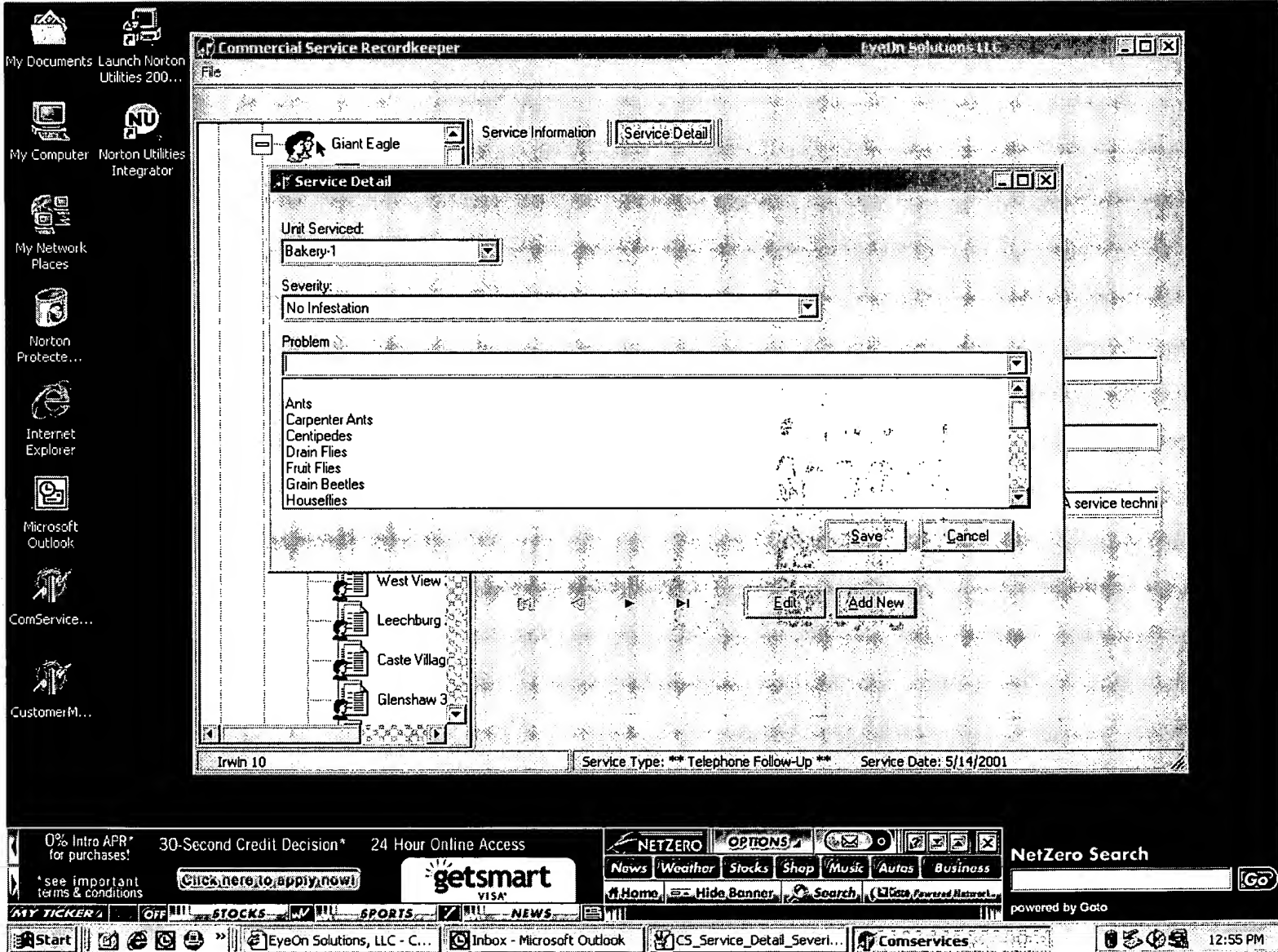


Fig 8F

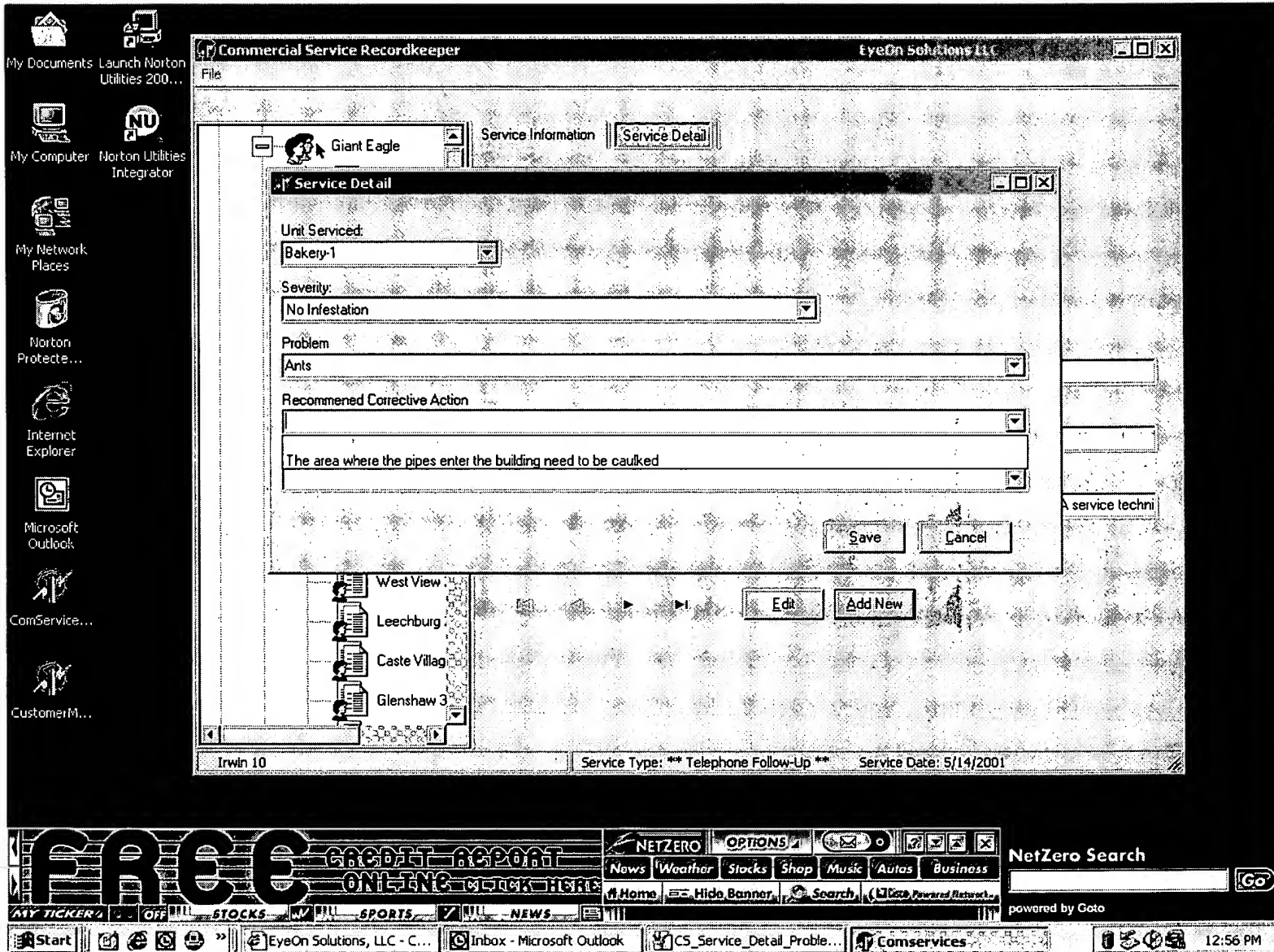


Fig 8G

CS_Service_Detail_Action.bmp - Paint

File Edit View Image Commercial Service Recordkeeper EyeOn Solutions, LLC

File

Giant Eagle Service Information Service Detail

Service Detail

Unit Served: Bakery-1

Severity: No Infestation

Problem: Ants

Recommended Corrective Action: Clean the area around the display case. Some crumbs were found underneath.


Comments:

All areas have been inspected and treated, no activity was found at the time of service.
 All areas have been inspected and treated, no activity was found at the time of service. The exterior was also treated for fly co.
 All areas have been inspected and treated, no activity was found or reported at the time of service. All E.I.W.D. were inspected.
 All areas have been inspected and treated, NO OTHER activity was found or reported at the time of service.

West View
 Leechburg
 Caste Villag
 Glenshaw 3

Edit Add New

Irwin 10 Service Type: ** Telephone Follow-Up ** Service Date: 5/14/2001

Get A Price  Choose Make Price Search

NETZERO OPTIONS News Weather Stocks Shop Music Autos Business

Home Hide Banner Search Microsoft Powered Network

NetZero Search powered by Goto

MY TICKET OFF STOCKS SPORTS NEWS

Start EyeOn Solutions, LLC - C... Inbox - Microsoft Outlook CS_Service_Detail_Action... Comservices 12:58 PM

Fig 8H

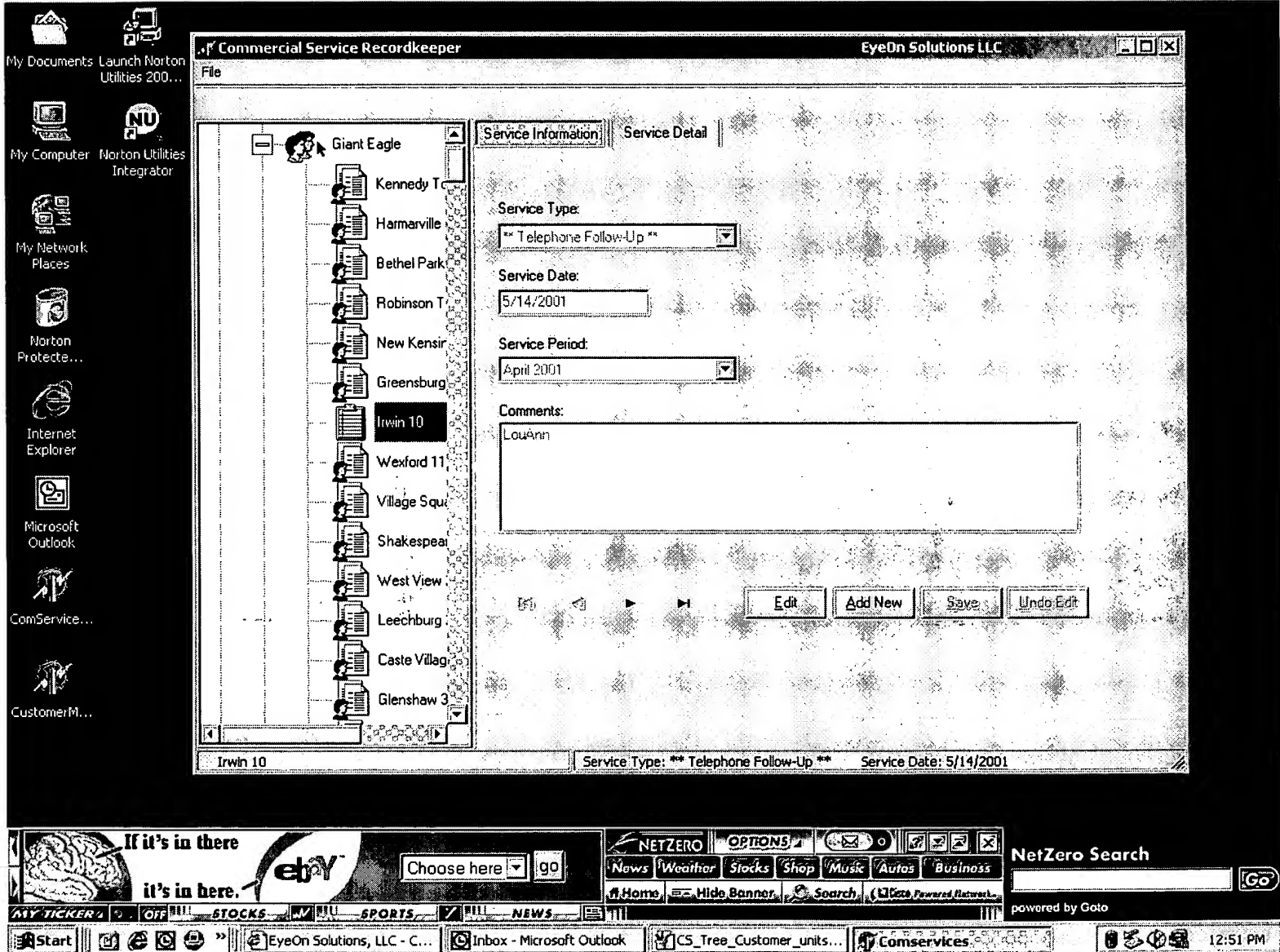


Fig 8I

CS_Service_Detail_Comments.bmp - Paint

File Edit View Image

Commercial Service Recordkeeper

File Edit View

CS_Service

File Edit View

My Computer

My Recent Places

My Network Places

My Computer

My Recent Places

My Network Places

For Help, click Help Topics on the left.

Irwin 10

Service Type: ** Telephone Follow-Up ** Service Date: 5/14/2001

Service Detail

Unit Serviced:
Irwin-10

Severity:
Not Applicable

Problem:
None

Recommended Corrective Action:

Comments:
Spoke to LouAnn, the problem in the bakery has improved but she is still seeing a little activity. A service technician is sch

Save Cancel

Comments:
Spoke to LouAnn, the problem in the bakery has improved but she is still seeing a little activity. A service techni

Edit Add New

Click here for your **free** credit report online!

NETZERO OPTIONS

News Weather Stocks Shop Music Autos Business

Home Hide Banner Search

NetZero Search

powered by Gato

MY TICKER OFF STOCKS NEWS SPORTS

Start EyeOn Solutions, LLC - C... Inbox - Microsoft Outlook CS_Service_Detail_Comm... Comservices

12:59 PM

Fig 8J

WITTPEST MANAGEMENT, INC.
10000 W. 10TH AVE., SUITE 100
DENVER, CO 80202
TEL: 303.733.1111
WWW.WITTPESTMANAGEMENT.COM

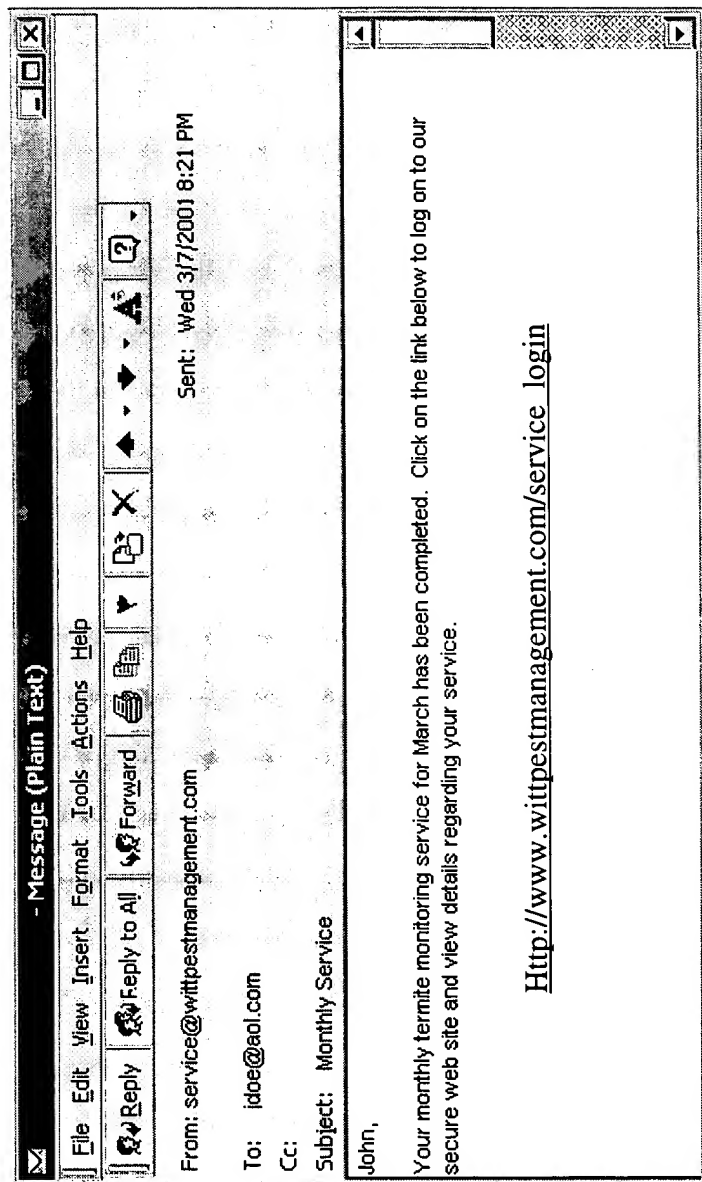


Fig 9A

Microsoft Internet Explorer 5.0
File Edit View Favorites Tools Help
Back Forward Stop Search History Favorites
Address http://www.wittpestmanagement.com/service_login


Eye On Solutions, LLC - Customer LogIn - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Search History Favorites

Address http://www.wittpestmanagement.com/service_login

Go



Eye On Solutions

User Name:

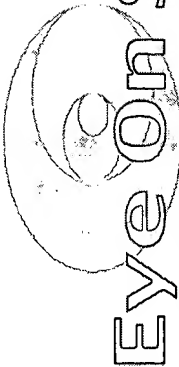
Password:

Copyright 2001, Eye On Solutions, LLC. All Rights Reserved.
Eye On Solutions is a patent pending process.

Done Internet

Fig 9B

Logged In
John Doe
Current Time
3/21/2001 12:35:41 PM
Last Login
3/20/2001 10:52:28 AM



Eye On Solutions

Home
Customer Admin
Search Providers
Logout



WITT
PEST MANAGEMENT
Termite Continuous
Protection Plan


318 Longwood Drive
Pittsburgh, PA 15221


Account Status


Service Schedule


Building Layouts


Detail Reports


Send Your Comments
to Witt

Site Overview

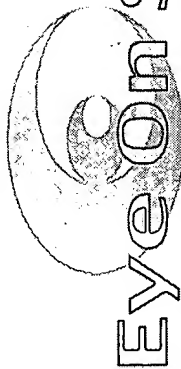
Last Service Date: March 3, 2001
Next Service Date: May 6, 2001
First Hit Date: June 12, 2000
Station Count: 31
Linear Footage: 145

Provider Update

We have recently changed our name to Witt Pest Management. This helps to demonstrate our commitment to service and to our customers.

Spring marks the beginning of termite season. For more information on how to identify a termite and what to do if you see them, please [click here](#).

Logged In
John Doe
Current Time
3/21/2001 12:35:41 PM
Last Login
3/20/2001 10:52:28 AM



Home
System Admin
Search Providers
Logout

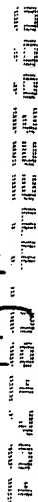
WMT
PEST MANAGEMENT
Pest Management
Reporting System

Watch-Gard Systems
Sanitation Evaluation
Reporting System

SONITROL
Security Real-Time
Reporting System

Select the Provider System at the left
that you would like to access at this time

Fig 9D



Logged In

John Doe

Current Time

3/21/2001 12:35:41 PM

Last Login

3/20/2001 10:52:28 AM



Termite Continuous

Protection Plan



Account Status



Service Schedule



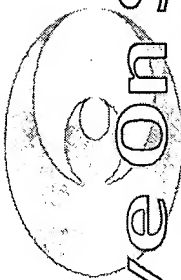
Building Layouts



Detail Reports



Send Your Comments
to Witt



Eye On Solutions

[Home](#)
[Customer Admin](#)
[Arch Providers](#)
[Logout](#)

Account Status

318 Longwood Drive

Pittsburgh, PA 15221

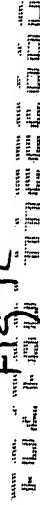
Past Payments

Date	Amount
10/16/2000	\$ 59.00
11/12/2001	\$ 59.00
12/16/2000	\$ 59.00
01/20/2001	\$ 59.00
02/16/2001	\$ 59.00
03/16/2000	\$ 59.00

Open Invoices

Date	Amount
03/10/2000	\$ 59.00

Figure



Logged In

John Doe

Current Time

3/21/2001 12:35:41 PM

Last Login

3/20/2001 10:52:28 AM

WITT
PEST MANAGEMENT
 Termite Continuous
 Protection Plan



Account Status



Service Schedule



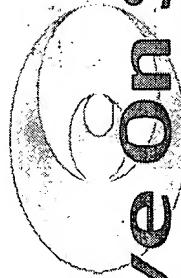
Building Layouts



Detail Reports



Send Your Comments
to Witt



Eye On Solutions

Home
 Customer Admin
 Service Providers
 Logout

Service Schedule

318 Longwood Drive

Pittsburgh, PA 15221

Day View

Week View

Month View

Year View

Go To
Today

March 2001



SUN	MON	TUE	WED	THU	FRI	SAT
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30 Joe Douglass: Monthly Monitoring	31

Logged In

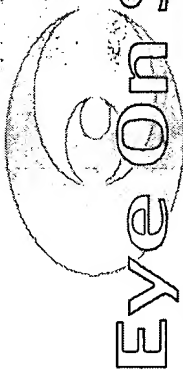
John Doe

Current Time

3/21/2001 12:35:41 PM

Last Login

3/20/2001 10:52:28 AM



Eye On Solutions

Home

Customer Admin

Search Providers

Logout



Account Status



Service Schedule



Building Layouts



Detail Reports

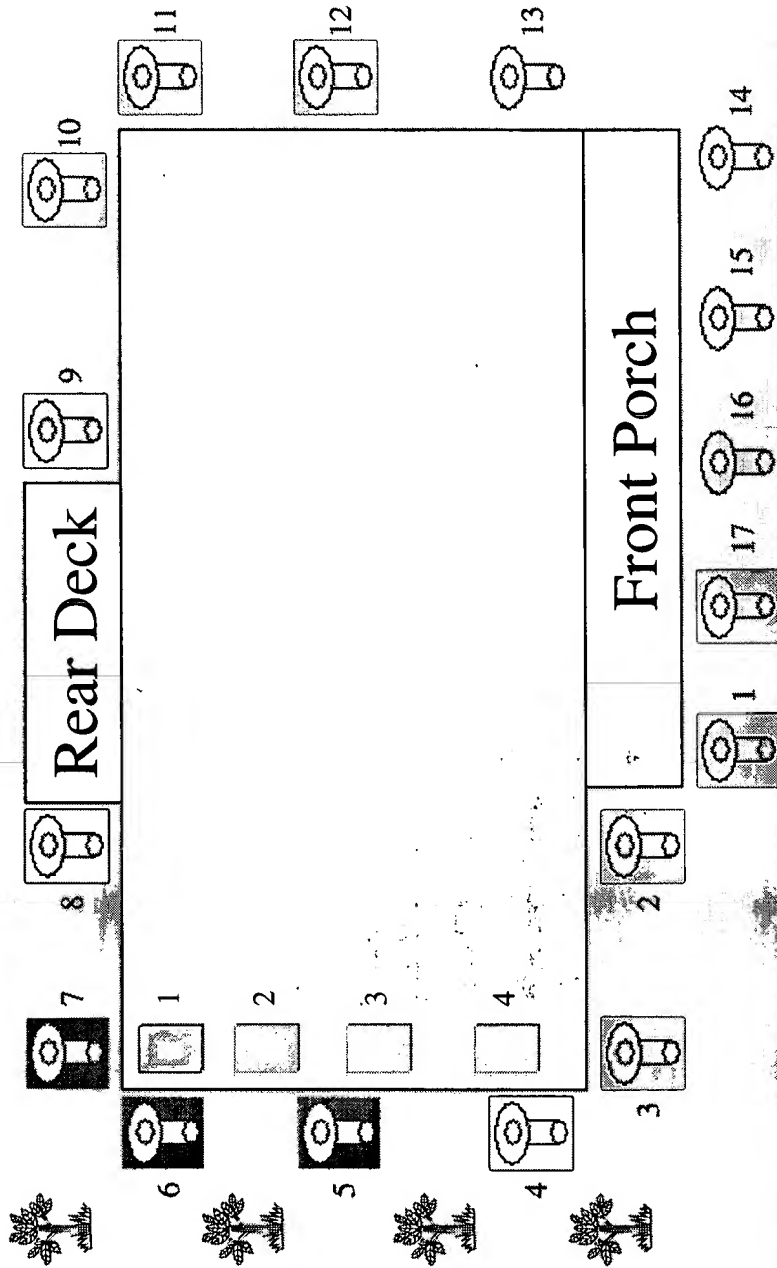


Send Your Comments to Witt

Building Layout

318 Longwood Drive

Pittsburgh, PA 15221



Logged In
John Doe
Current Time
3/21/2001 12:35:41 PM
Last Login
3/20/2001 10:52:28 AM

WITT
PEST MANAGEMENT
Termite Continuous
Protection Plan



Account Status



Service Schedule



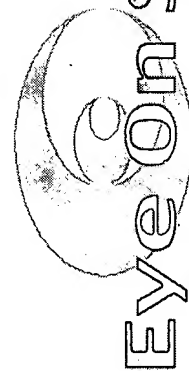
Building Layouts



Detail Reports



Send Your Comments
to Witt



Eye On Solutions

Home
Customer Admin
Search Providers
Logout

Building Layout

Location: 318 Longwood Drive

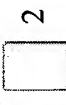
318 Longwood Drive

High, PA 15221

Station: In Ground 6

Date	Status
01/21/2001	Install Date
02/16/2001	Baited
03/21/2001	Bait Tube Replaced

Close



Front Porch

Fig 9H



Logged In
John Doe
Current Time
3/21/2001 12:35:41 PM
Last Login
3/20/2001 10:52:28 AM

[Home](#)
[Customer Admin](#)
[Search Providers](#)
[Logout](#)

Eye On Solutions



Account Status



Service Schedule



Building Layouts



Detail Reports



Send Your Comments
to WMTT

Detail Report

318 Longwood Drive
Pittsburgh, PA 15221

Detail Report - Enter Report Criteria

Property:

Station:

Service Period:

Service

Date Range:

to

SUBMIT

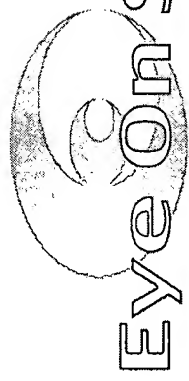
RESET

Fig 9I

US 2001/0011111 A1

Logged In
John Doe
Current Time
3/21/2001 12:35:41 PM
Last Login
3/20/2001 10:52:28 AM

[Home](#)
[Customer Admin](#)
[Search Providers](#)
[Logout](#)



Eye On Solutions



[Account Status](#)



[Service Schedule](#)



[Building Layouts](#)



[Detail Reports](#)



[Send Your Comments to Witt](#)

Detail Report

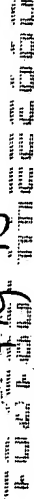
318 Longwood Drive
Pittsburgh, PA 15221

Detail Report - Enter Report Criteria

Property:	<input type="text"/>	Station:	<input type="text"/>
Service Period:	<input type="text"/>	Service Date Range:	<input type="text"/>
<input type="button" value="SUBMIT"/>		<input type="button" value="RESET"/>	

<input type="checkbox"/>	In Ground 1
<input type="checkbox"/>	In Ground 2
<input type="checkbox"/>	In Ground 3
<input type="checkbox"/>	In Ground 4
<input type="checkbox"/>	In Ground 5
<input type="checkbox"/>	In Ground 6
<input type="checkbox"/>	In Ground 7

Fig 9J



Logged In
John Doe
Current Time
3/21/2001 12:35:41 PM
Last Login
3/20/2001 10:52:28 AM



Account Status



Service Schedule



Building Layouts



Detail Reports



Send Your Comments
to Witt

[Home](#)
[Customer Admin](#)
[Search Providers](#)
[Logout](#)

Eye On Solutions

Detail Report

318 Longwood Drive
Pittsburgh, PA 15221

Detail Report - Enter Report Criteria

Property:

In Ground 6

Service Period:

01/01/2001

to

03/31/2001

Station:

Service

Date Range:

SUBMIT

RESET

Witt Pest Management

3/23/2001 10:34:31 AM

Termite Continuous Protection Plan DETAIL REPORT

318 Longwood Drive

Pittsburgh, PA 15221

Close

Station In Ground No. 6				
Service Type: Continuous Protection			Service Date: 01/21/2001	Service Period: February 2001
Unit	Value	Status	Condition of Termites	Conditions Found
In Ground 6	1	Install Date	N/A	N/A
Station In Ground No. 6				
Service Type: Continuous Protection			Service Date: 02/16/2001	Service Period: March 2001
Unit	Value	Status	Condition of Termites	Conditions Found
In Ground 6	3	First Hit	Active	Leaking downspouts.
In Ground 6	3	Baited	N/A	N/A
Station In Ground No. 6				
Service Type: Continuous Protection			Service Date: 03/21/2001	Service Period: March 2001
Unit	Value	Status	Condition of Termites	Conditions Found
In Ground 6	2	Bait tube replaced	Termites changing color to milky white.	Leaking downspouts.

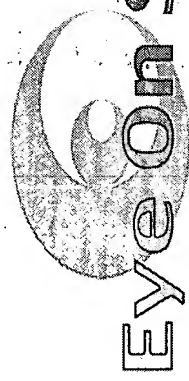
Fig 9K

Fig 9L

FIG. 9L is a screenshot of a web browser displaying the Eye On Solutions website. The browser's address bar shows the URL "http://www.eyesolutions.com/". The page content includes a header with the company logo and name, a navigation menu, a main content area with a form, and a footer with contact information.

Logged In
John Doe
Current Time
3/21/2001 12:35:41 PM
Last Login
3/20/2001 10:52:28 AM

Home
System Admin
Search Providers
Logout



WMT
PEST MANAGEMENT
Termite Continuous
Protection Plan

3118 Longwood Drive

Pittsburgh, PA 15221

Enter your comments and click send

Subject:

Message:

RESET

SUBMIT



Account Status



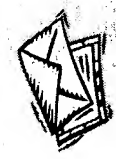
Service Schedule



Building Layouts

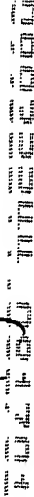


Detail Reports



Send Your Comments to WMT

Fig 10A



Logged In
John Doe
Current Time
3/21/2001 12:35:41 PM
Last Login
3/20/2001 10:52:28 AM



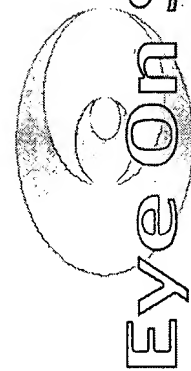
Group Administration



Email Administration



User Administration



Eye On Solutions

Home
Customer Admin
Search Providers
Logout

Customer Administration

You can use this interface to administer your sites.

Fig 10B

FILE EDIT VIEW HELP
Pest Management Reporting System

Logged In
John Doe
Current Time
3/21/2001 12:35:41 PM
Last Login
3/20/2001 10:52:28 AM



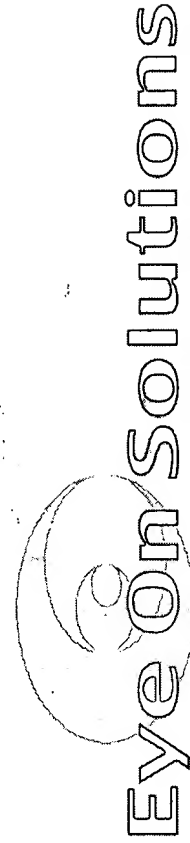
Group Administration



Email Administration



User Administration



Home
Customer Admin
Search Providers
Logout

Customer Administration

Group Administration

Groups:

Regions
101
102
103
104
105

Create New Group Type

Create New Group

Edit Selected Group

Rename Selected Group Type

Fig 10C

FILE EDIT VIEW PRINT ABOUT HELP
1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30 31 32 33 34 35 36 37 38 39 40 41 42 43 44 45 46 47 48 49 50 51 52 53 54 55 56 57 58 59 60 61 62 63 64 65 66 67 68 69 70 71 72 73 74 75 76 77 78 79 80 81 82 83 84 85 86 87 88 89 90 91 92 93 94 95 96 97 98 99 100 101 102 103 104 105 106 107 108 109 110 111 112 113 114 115 116 117 118 119 120 121 122 123 124 125 126 127 128 129 130 131 132 133 134 135 136 137 138 139 140 141 142 143 144 145 146 147 148 149 150 151 152 153 154 155 156 157 158 159 160 161 162 163 164 165 166 167 168 169 170 171 172 173 174 175 176 177 178 179 180 181 182 183 184 185 186 187 188 189 190 191 192 193 194 195 196 197 198 199 200 201 202 203 204 205 206 207 208 209 210 211 212 213 214 215 216 217 218 219 220 221 222 223 224 225 226 227 228 229 230 231 232 233 234 235 236 237 238 239 240 241 242 243 244 245 246 247 248 249 250 251 252 253 254 255 256 257 258 259 260 261 262 263 264 265 266 267 268 269 270 271 272 273 274 275 276 277 278 279 280 281 282 283 284 285 286 287 288 289 290 291 292 293 294 295 296 297 298 299 300 301 302 303 304 305 306 307 308 309 310 311 312 313 314 315 316 317 318 319 320 321 322 323 324 325 326 327 328 329 330 331 332 333 334 335 336 337 338 339 340 341 342 343 344 345 346 347 348 349 350 351 352 353 354 355 356 357 358 359 360 361 362 363 364 365 366 367 368 369 370 371 372 373 374 375 376 377 378 379 380 381 382 383 384 385 386 387 388 389 390 391 392 393 394 395 396 397 398 399 400 401 402 403 404 405 406 407 408 409 410 411 412 413 414 415 416 417 418 419 420 421 422 423 424 425 426 427 428 429 430 431 432 433 434 435 436 437 438 439 440 441 442 443 444 445 446 447 448 449 450 451 452 453 454 455 456 457 458 459 460 461 462 463 464 465 466 467 468 469 470 471 472 473 474 475 476 477 478 479 480 481 482 483 484 485 486 487 488 489 490 491 492 493 494 495 496 497 498 499 500 501 502 503 504 505 506 507 508 509 510 511 512 513 514 515 516 517 518 519 520 521 522 523 524 525 526 527 528 529 530 531 532 533 534 535 536 537 538 539 540 541 542 543 544 545 546 547 548 549 550 551 552 553 554 555 556 557 558 559 560 561 562 563 564 565 566 567 568 569 570 571 572 573 574 575 576 577 578 579 580 581 582 583 584 585 586 587 588 589 590 591 592 593 594 595 596 597 598 599 600 601 602 603 604 605 606 607 608 609 610 611 612 613 614 615 616 617 618 619 620 621 622 623 624 625 626 627 628 629 630 631 632 633 634 635 636 637 638 639 640 641 642 643 644 645 646 647 648 649 650 651 652 653 654 655 656 657 658 659 660 661 662 663 664 665 666 667 668 669 670 671 672 673 674 675 676 677 678 679 680 681 682 683 684 685 686 687 688 689 690 691 692 693 694 695 696 697 698 699 700 701 702 703 704 705 706 707 708 709 710 711 712 713 714 715 716 717 718 719 720 721 722 723 724 725 726 727 728 729 730 731 732 733 734 735 736 737 738 739 740 741 742 743 744 745 746 747 748 749 750 751 752 753 754 755 756 757 758 759 760 761 762 763 764 765 766 767 768 769 770 771 772 773 774 775 776 777 778 779 780 781 782 783 784 785 786 787 788 789 790 791 792 793 794 795 796 797 798 799 800 801 802 803 804 805 806 807 808 809 810 811 812 813 814 815 816 817 818 819 820 821 822 823 824 825 826 827 828 829 830 831 832 833 834 835 836 837 838 839 840 841 842 843 844 845 846 847 848 849 850 851 852 853 854 855 856 857 858 859 860 861 862 863 864 865 866 867 868 869 870 871 872 873 874 875 876 877 878 879 880 881 882 883 884 885 886 887 888 889 890 891 892 893 894 895 896 897 898 899 900 901 902 903 904 905 906 907 908 909 910 911 912 913 914 915 916 917 918 919 920 921 922 923 924 925 926 927 928 929 930 931 932 933 934 935 936 937 938 939 940 941 942 943 944 945 946 947 948 949 950 951 952 953 954 955 956 957 958 959 960 961 962 963 964 965 966 967 968 969 970 971 972 973 974 975 976 977 978 979 980 981 982 983 984 985 986 987 988 989 990 991 992 993 994 995 996 997 998 999 1000

Logged In
John Doe
Current Time
3/21/2001 12:35:41 PM
Last Login
3/20/2001 10:52:28 AM



Group Administration



Email Administration



User Administration

Home
Customer Admin
Tech Providers
Logout

Eye On Solutions

Customer Administration

Group Administration

Groups:

Regions
101
102
103
104
105

Create New Group Type

Create New Group

Edit Selected Group

Rename Selected Group Type

Logged In
John Doe
 Current Time
 3/21/2001 12:35:41 PM
 Last Login
 3/20/2001 10:52:28 AM



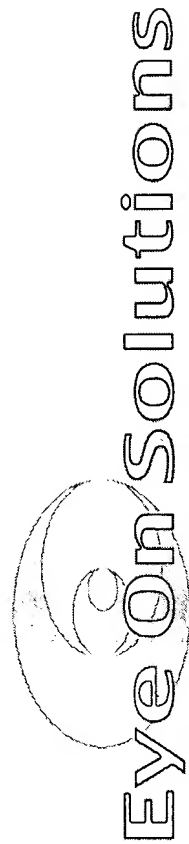
Group Administration



Email Administration



User Administration



Home
 Customer Admin
 Search Providers
 Logout

Customer Administration

Group Administration

Group Name:

102

Available Units:

Stores

- 10: Georgetown
 - ☐ Departments
 - ☐ Bakery
 - ☐ Deli
 - ☐ Prepared Foods
- 15: Arlington
 - ☐ Departments



Selected Units:

Stores

- 20: Clarendon
 - ☐ Departments
 - ☐ Bakery
 - ☐ Deli
 - ☐ Prepared Foods
- 25: Rockville
 - ☐ Departments

SUBMIT

RESET

Logged In
John Doe
Current Time
3/21/2001 12:35:41 PM
Last Login
3/20/2001 10:52:28 AM



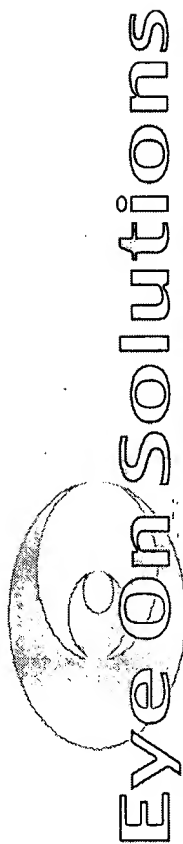
Group Administration



Email Administration



User Administration



Home
Customer Admin
Search Providers
Logout

Customer Administration

Email Administration

Email Protocols:

Daily Update
Value = 4

Create New

Edit Selected

Add Users To

Fig 16F

FIG. 16F is a screenshot of a web browser displaying the Eye On Solutions website. The browser address bar shows the URL "http://www.eyesolutions.com". The page content includes a navigation menu with links: Home, Customer Admin, Search Providers, and Logout. The main heading is "Eye On Solutions". Below the heading is a large, stylized graphic of an eye. The page is titled "Customer Administration" and "Email Administration". The "Email Administration" section contains a form with the following fields: "Email Protocols:" with a dropdown menu showing "Weekly Summary"; "Frequency:" with a dropdown menu showing a downward arrow; "Day:" with a dropdown menu showing a downward arrow; "Trigger:" with a dropdown menu showing a downward arrow; and "Value:" with a text input field. There are two buttons at the bottom of the form: "SUBMIT" and "RESET".

Logged In

John Doe

Current Time

3/21/2001 12:35:41 PM

Last Login

3/20/2001 10:52:28 AM



Pest Management

Reporting System



Group Administration



Email Administration



User Administration

Home
Customer Admin
Search Providers
Logout

Eye On Solutions

Customer Administration

Email Administration

Email Protocols:

Weekly Summary

Frequency:

Day:

Trigger:

Value:

SUBMIT

RESET

Fig 106

US 2001/0100000 A1
Eye On Solutions, LLC
Patent Pending

Logged In
John Doe
Current Time
3/21/2001 12:35:41 PM
Last Login
3/20/2001 10:52:28 AM



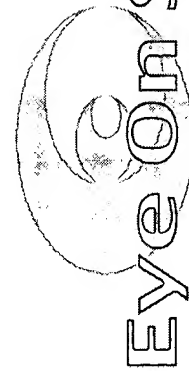
[Group Administration](#)



[Email Administration](#)



[User Administration](#)



Eye On Solutions

[Home](#)
[Customer Admin](#)
[Search Providers](#)
[Logout](#)

Customer Administration

Email Administration

Email Protocols:

Weekly Summary

Frequency:

Any
Daily
Weekly
Monthly

Day:

Trigger:

Value:

SUBMIT

RESET

Logged In
John Doe
 Current Time
 3/21/2001 12:35:41 PM
 Last Login
 3/20/2001 10:52:28 AM



Pest Management
 Reporting System



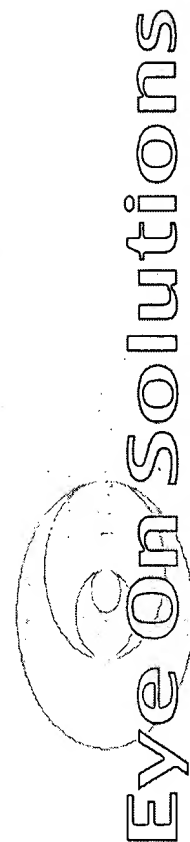
Group Administration



Email Administration



User Administration



Home
 Customer Admin
 Search Providers
 Logout

Customer Administration

Email Administration

Email Protocols:

Weekly Summary

Frequency:

Weekly

Day:

Trigger:

Value:

March 2001						
S	M	T	W	T	F	S
25	26	27	28	1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31
1	2	3	4	5	6	7

Today

SUBMIT

RESET

Fig 10I

FIG. 10I is a screenshot of a web browser displaying the Eye On Solutions Customer Administration page. The page includes a navigation bar with links for Home, Customer Admin, Tech Providers, and Logout. The main content area is titled "Customer Administration" and "Email Administration". It features a "Weekly Summary" section with a "Weekly" frequency dropdown and a "Day" dropdown set to "Every Monday begin 3/26/01". Below this is a "Trigger" section with a "Value" dropdown and a "SUBMIT" button. The page also includes a "RESET" button.

Logged In
John Doe
Current Time
3/21/2001 12:35:41 PM
Last Login
3/20/2001 10:52:28 AM



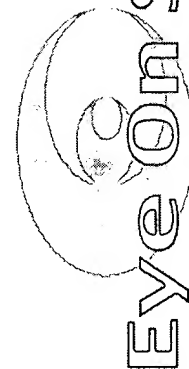
[Group Administration](#)



[Email Administration](#)



[User Administration](#)



[Home](#)
[Customer Admin](#)
[Tech Providers](#)
[Logout](#)

Customer Administration

Email Administration

Email Protocols:

Weekly Summary

Frequency:

Weekly

Day:

Every Monday begin 3/26/01

Trigger:

Value:

Any
Group
Unit
Value

SUBMIT

RESET

Fig 10J

US 2001/0011111 A1
Eye On Solutions, LLC
Patent Pending

Logged In
John Doe
Current Time
3/21/2001 12:35:41 PM
Last Login
3/20/2001 10:52:28 AM

WMT
PEST MANAGEMENT
Pest Management
Reporting System



Group Administration



Email Administration



User Administration

Eye On Solutions

Home
Customer Admin
Arch Providers
Logout

Customer Administration

Email Administration

Email Protocols:

Weekly Summary

Frequency:

Weekly

Day:

Every Monday begin 3/26/01

Trigger:

Group

Value:

Region: 101

SUBMIT

RESET

Fig 10K

FIG. 10K is a screenshot of a web browser displaying the Eye On Solutions website. The browser's address bar shows the URL "http://www.eyesolutions.com/". The page content includes a header with the "Eye On Solutions" logo and navigation links: "Home", "Customer Admin", "Search Providers", and "Logout". Below the header is a large banner area with the text "Customer Administration" and "User Administration". Under "User Administration", there are links for "Add Users", "Edit Users", and "Reset User Passwords". At the bottom of the page, there is a footer with the text "Copyright 2001. Eye On Solutions, LLC. All Rights Reserved. Eye On Solutions is a patent pending process."

Logged In
John Doe
Current Time
3/21/2001 12:35:41 PM
Last Login
3/20/2001 10:52:28 AM

WMT
PEST MANAGEMENT
Pest Management
Reporting System



Group Administration



Email Administration



User Administration

Home
Customer Admin
Search Providers
Logout

Eye On Solutions

Customer Administration

User Administration

Add Users

Edit Users

Reset User Passwords

Fig 10L

US 2001/0101010 A1
Eye On Solutions, LLC
Patent Pending

Logged In
John Doe
Current Time
3/21/2001 12:35:41 PM
Last Login
3/20/2001 10:52:28 AM



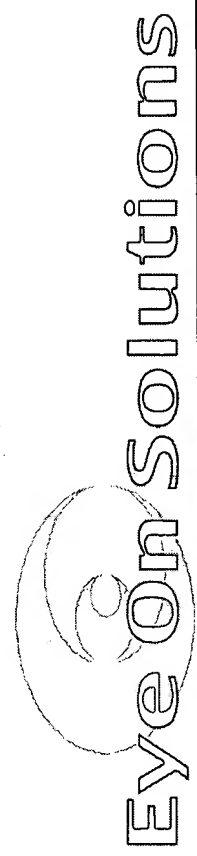
Group Administration



Email Administration



User Administration



Home
Customer Admin
Search Providers
Logout

Customer Administration

User Administration

User Information	Groups Assignments	Functional Areas	Email Notification
UserName:		Email Address:	
First Name:		Last Name:	
Address 1:			
Address 2:			
City:		State: <input type="text"/> <input type="text"/>	Zip: <input type="text"/> <input type="text"/>
Phone:		Fax:	
Mobile:		Pager:	
<input type="button" value="SUBMIT"/>		<input type="button" value="RESET"/>	

* Entries marked in Red are required.

Fig 10M

US 6,111,111 B1
Eye On Solutions, LLC
Pest Management System

Logged In
John Doe
Current Time
3/21/2001 12:35:41 PM
Last Login
3/20/2001 10:52:28 AM



Group Administration



Email Administration



User Administration

Home
Customer Admin
Search Providers
Logout

Eye On Solutions

Customer Administration

User Administration

User Information	Groups Assignments	Functional Areas	Email Notification
UserName: <input type="text" value="jdoe"/>	Email Address: <input type="text" value="jdoe@aol.com"/>		
First Name: <input type="text" value="John"/>	Last Name: <input type="text" value="Doe"/>		
Address 1: <input type="text" value="Store #35"/>			
Address 2: <input type="text" value="123 Main Street"/>			
City: <input type="text" value="Pittsburgh"/>	State: <input type="text" value="PA"/>	Zip: <input type="text" value="15217"/>	<input type="text" value="1234"/>
Phone: <input type="text" value="412-555-1234"/>	Fax: <input type="text" value="412-555-4321"/>		
Mobile: <input type="text"/>	Pager: <input type="text"/>		
<input type="button" value="SUBMIT"/>		<input type="button" value="RESET"/>	

* Entries marked in Red are required.

FIG 102

SYSTEM NAME: EYE ON SOLUTIONS
 USER: JOHN DOE
 ADDRESS: 123 MAIN STREET
 CITY: PITTSBURGH
 STATE: PA
 ZIP: 15217
 PHONE: 412-555-1234
 FAX: 412-555-4321
 MOBILE: N/A
 PAGER: N/A

Logged In
John Doe
 Current Time
 3/21/2001 12:35:41 PM
 Last Login
 3/20/2001 10:52:28 AM



Pest Management
 Reporting System



Group Administration



Email Administration



User Administration

Home
 Customer Admin
 Search Providers
 Logout

Eye On Solutions

Customer Administration

User Administration

Are you sure that you want to submit this new user? Review the user information that you submitted below and click yes to submit. After you accept this information, the system will generate a random password for this user and send an email to the email address provided instructing the user to log in to the system with the newly generated password. Once logged in, the user will be given the opportunity to change the system generated password.

UserName: jdoe
 First Name: John
 Last Name: Doe
 Email: jdoe@aol.com
 Address 1: Store #35
 Address 2: 123 Main Street
 City: Pittsburgh
 State: PA
 Zip: 15217
 Phone: 412-555-1234
 Fax: 412-555-4321
 Mobile: N/A
 Pager: N/A

YES

NO

Fig 100

FIG. 100 is a screenshot of a web browser displaying the Eye On Solutions website. The browser's address bar shows the URL "http://www.eyesolutions.com". The page content includes a header with the "Eye On Solutions" logo and navigation links: "Home", "Customer Admin", "Arch Providers", and "Logout". The main content area features a "Customer Administration" section with a "User Administration" link. Below this, there is a form with a label "Select a user to edit:", a dropdown menu, and a "SUBMIT" button. The footer of the page contains a copyright notice: "Copyright 2001. Eye On Solutions, LLC. All Rights Reserved. Eye On Solutions is a patent pending process."

Logged In
John Doe
Current Time
3/21/2001 12:35:41 PM
Last Login
3/20/2001 10:52:28 AM



[Group Administration](#)



[Email Administration](#)



[User Administration](#)

Fig 10P

Microsoft Internet Explorer 4.0

Logged In
John Doe
Current Time
3/21/2001 12:35:41 PM
Last Login
3/20/2001 10:52:28 AM



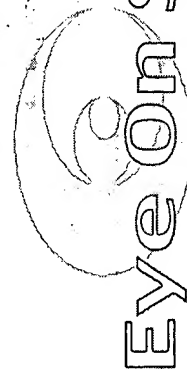
Group Administration



Email Administration



User Administration



Eye On Solutions

Home
Customer Admin
Search Providers
Logout

Customer Administration

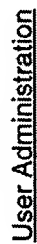
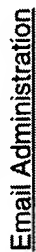
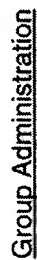
User Administration

Select a user to edit:

John Doe
Joe Smith
Harry Time

[illegible]

3/20/2001 10:52:28 AM



—



User Administration

John Doe

SUBMIT

Fig 16R

US 2001/010528 A1

Logged In
John Doe
Current Time
3/21/2001 12:35:41 PM
Last Login
3/20/2001 10:52:28 AM



Group Administration



Email Administration



User Administration

Home
Customer Admin
Search Providers
Logout

Eye On Solutions

Customer Administration

User Administration

User Information	Groups Assignments	Functional Areas	Email Notification
------------------	--------------------	------------------	--------------------

UserName: Email Address:

First Name: Last Name:

Address 1:

Address 2:

City: State: Zip:

Phone: Fax:

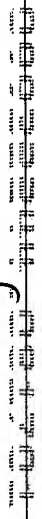
Mobile: Pager:

SUBMIT

RESET

* Entries marked in Red are required.

Fig 105



Logged In
John Doe
Current Time
3/21/2001 12:35:41 PM
Last Login
3/20/2001 10:52:28 AM



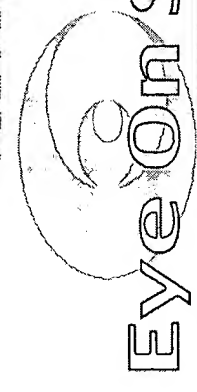
Group Administration



Email Administration



User Administration



Home
Customer Admin
Tech Providers
Logout

Customer Administration

User Administration

User Information Groups Assignments Functional Areas Email Notification

User:

Doe, John

Available Groups:

- Region 101
- Region 102
- Region 103
- Region 105

Selected Groups:

- Region 104

SUBMIT

RESET

* Entries marked in Red are required.

Fig 10T

Eye On Solutions

Logged In
John Doe
Current Time
3/21/2001 12:35:41 PM
Last Login
3/20/2001 10:52:28 AM



Group Administration



Email Administration



User Administration

Eye On Solutions

Home
Customer Admin
Search Providers
Logout

Customer Administration

User Administration

User Information Groups Assignments Functional Areas Email Notification

User:

Doe, John

Available Functions:

User Administration
Group Administration
Email Administration
Pre-configured Detail Report
User Defined Detail Report
Send Comments

Selected Functions:

Empty box for selected functions.

SUBMIT

RESET

* Entries marked in Red are required.

Fig 10d

US 2001/0100000 A1

Logged In
John Doe
Current Time
3/21/2001 12:35:41 PM
Last Login
3/20/2001 10:52:28 AM



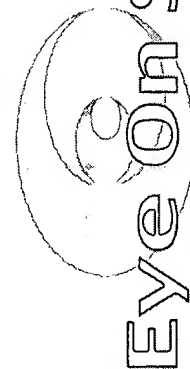
Group Administration



Email Administration



User Administration



Home
Customer Admin
Search Providers
Logout

Customer Administration

User Administration

User Information Groups Assignments Functional Areas Email Notification

User:

Doe, John

Available Email Groups:

Daily Update
Value = 4
Weekly Summary

Selected Email Groups:



SUBMIT

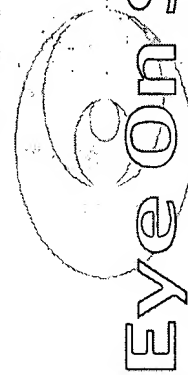
RESET

* Entries marked in Red are required.

Fig 10V

US 2001/0100000 A1

Logged In
John Doe
Current Time
3/21/2001 12:35:41 PM
Last Login
3/20/2001 10:52:28 AM



Home
Customer Admin
Arch Providers
Logout



Customer Administration

User Administration

Select a user:

or

[Reset all user passwords](#)



[Group Administration](#)



[Email Administration](#)



[User Administration](#)

F5 10W

STATUS: ACTIVE, LAST VISIT: 3/21/2001 12:35:41 PM, NEXT VISIT: 3/21/2001 12:35:41 PM, LAST LOGIN: 3/20/2001 10:52:28 AM, NEXT LOGIN: 3/20/2001 10:52:28 AM

Logged In
John Doe
Current Time
3/21/2001 12:35:41 PM
Last Login
3/20/2001 10:52:28 AM



Group Administration



Email Administration



User Administration

Home
Customer Admin
Search Providers
Logout

Eye On Solutions

Customer Administration

User Administration

Select a user to edit:

▼	
▲	John Doe
▲	Joe Smith
▲	Harry Time

Fig 10X





<div>Eye On Solutions</div>		<div>Home Customer Admin Search Providers Logout</div>	
<div>Logged In John Doe Current Time 3/21/2001 12:35:41 PM Last Login 3/20/2001 10:52:28 AM</div>		<div>PEST MANAGEMENT Pest Management Reporting System</div>	
<div> <u>Group Administration</u></div>		<div> <u>Email Administration</u></div>	
<div> <u>User Administration</u></div>		<div><h1>Customer Administration</h1><h2>User Administration</h2><p>Select a user to edit:</p><div>John Doe</div><div>SUBMIT</div></div>	

Fig 10Y

FIG. 10Y

Logged In
John Doe
Current Time
3/21/2001 12:35:41 PM
Last Login
3/20/2001 10:52:28 AM



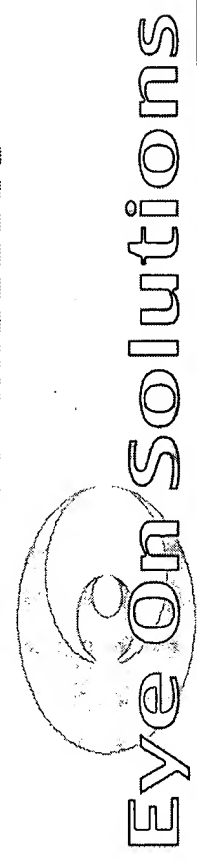
Group Administration



Email Administration



User Administration



Home
Customer Admin
Arch Providers
Logout

Customer Administration

User Administration

Are you sure that you want to reset the user passwords for the user(s) listed below?
After you accept this information, the system will generate a random password for this user and send an email to the email address provided instructing the user to log in to the system with the newly generated password. Once logged in, the user will be given the opportunity to change the system generated password.

jdoe

YES

NO

Fig 10Z

US 2001/0100000 A1

Logged In

John Doe

Current Time

3/21/2001 12:35:41 PM

Last Login

3/20/2001 10:52:28 AM



Group Administration



Email Administration



User Administration

Home
Customer Admin
Search Providers
Logout

Eye On Solutions

Customer Administration

User Administration

Are you sure that you want to reset the user passwords for the user(s) listed below?
After you accept this information, the system will generate a random password for this user and send an email to the email address provided instructing the user to log in to the system with the newly generated password. Once logged in, the user will be given the opportunity to change the system generated password.

Reset all user passwords

YES

NO